

SERANIN GROUP MANAGEMENT PLAN

SERANIN | MELBOURNE

City of Port Phillip
Advertised Document
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No. of Pages: 1 of 51



SERANIN GROUP

40 ALMA ROAD, ST KILDA

13 JULY 2023

1.0 INTRODUCTION

This report aims to identify any concerns in managing the mixed style accommodation provided at the site – 40 Alma Road, St Kilda. We aim to provide clear strategies that will be implemented by the management team on site and supported by the ownership group. Seranin Group offers a complete and systematic management plan for the proposed development with consideration of the following pivotal components:

- ❖ Exhaustive tenancy and employment checks
- ❖ Surveillance and maintenance strategies
- ❖ Anti-graffiti measures
- ❖ Accommodation house rules
- ❖ Access and waste management systems, and
- ❖ Welcome Pack & Public Transport Routes

Seranin Group is a residential property management company that has successfully managed multiple properties offering rental accommodation throughout NSW, Melbourne and Tasmania, with short and long-term accommodation options in the form of hotels, motels, holiday parks and boarding houses. Our business has effectively managed multiple boarding houses in NSW such as Greenwich Village Accommodation (175 bed student accommodation in Greenwich), Seranin / Lane Cove (17 room studio property) and Seranin / Bathurst (96 room dorm and studio property). With our extensive knowledge, expertise, and prowess in managing long term properties, we believe that our company can offer a fantastic asset to the suburb of St Kilda and the locality by assisting lower income individuals and families to access affordable accommodation. All our properties are managed by Ken Wolf Real Estate, and they will be contracted to overlook the application process of all

occupants. Seranin Group is happy to trial and utilise local real estate agencies first to assist in renting out the property and monitor management performance. Our record of management is flawless due to a thorough screening process of all occupants in all properties. By maintaining a clean, safe and secure property, we manage all properties and our business reputation to the highest esteem. In instances of any occupants not complying with the accommodation house rules, we guarantee that our management personnel will immediately enforce and issue notices to occupants of any breaches of these house rules, followed by swift eviction of any occupant who does not comply with said rules. We believe this is the ONLY way to manage any property to ensure its continued success.

Due to the size of the proposed current and future accommodation, Seranin Group is aware of the various types of characters that may be attracted to this style of accommodation. This report of management aims to address all foreseeable operational and safety issues. We completely intend to enforce these recommendations to provide a peaceful and enjoyable environment for all our guests through a meticulous approach to the management of this proposed accommodation facility. Our weekly tariff will include Free Wi-Fi services throughout the building and all utilities fees besides electricity. Professional cleaning will be possible at an additional weekly/daily charge. Each room will have a separate electricity metering system and occupants will pay for only their rooms usage.

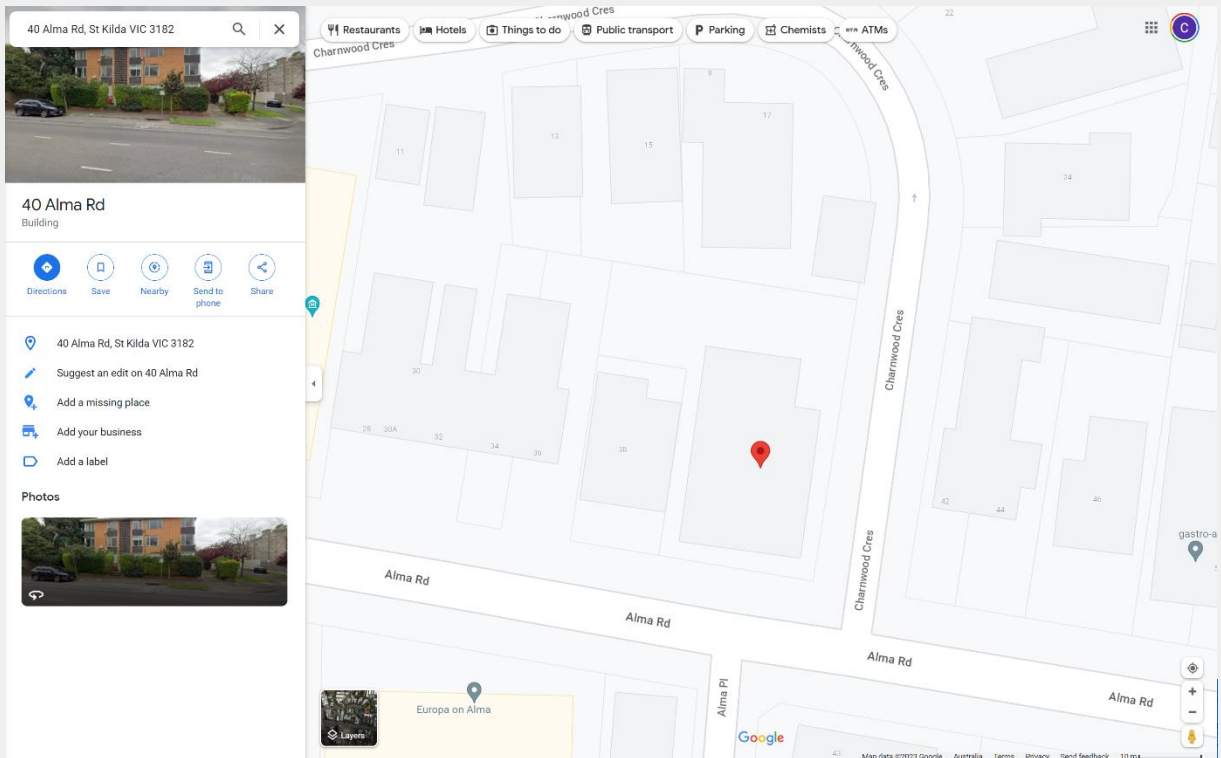
2.0

PURPOSE

The primary purpose of this Plan of Management (PoM) is to ensure the proposed accommodation maintains a high level of amenity for neighbouring properties and for all residents living in the premises. Its objectives are:

- a. To minimise disturbance to residents and neighbours.
- b. To provide a procedure to receive and resolve complaints.
- c. To maintain the internal and external appearance and cleanliness of the premises.
- d. To ensure a person is readily contactable to assist in the ongoing implementation of this Management Plan.
- e. To ensure the use of the premises will be controlled by the PoM, and that the PoM is enforceable.
- f. To ensure that the premises will be operated in strict accordance with the conditions of development consent.
- g. To work closely with the local Police authorities in providing access, information and support where necessary to maintain a peaceful community with strict enforcement of our accommodation house rules.
- h. To give effect to the occupancy principles under the relevant legislation for the state/city.
- i. To make provision for this plan to be amended from time to time with the approval of the Council to facilitate timely and responsive operational changes that will improve residential amenity within and external to the site.

3.0 SUBJECT SITE



The subject property is situated along Alma Road and Charnwood Crescent, St Kilda with dual access for occupants from either side of the building. The proposed architectural and landscaping revisions demonstrates how the entry and exit paths are accentuated to provide clear paths of travel for occupants. The designated main entrance for the property is positioned off Charnwood Crescent, with pedestrian access to all three levels of accommodation. Clear signage will indicate the location of the onsite manager residence/office at the forefront of the building. The property does not have a lift in the building and access to each floor is attainable through the internal staircases.

4.0 IDENTIFIED ISSUES

The identifiable problems with the proposed development include:

- ❖ Number of managers/ staff members and their hours of operation
- ❖ Site Management
- ❖ Surveillance tactics
- ❖ Anti-vandalism measures
- ❖ Access control system
- ❖ Occupancy Agreement and Accommodation House Rules
- ❖ Tenancy and employment checks.
- ❖ Property Manager Responsibilities
- ❖ Visitors and Residents
- ❖ Complaints and Disputes

- ❖ Waste Management
- ❖ Fire Safety

5.0 ACTIONABLE RECOMMENDATION

5.1 STAFFING

Seranin Group recommends that one on-site manager be employed to monitor the building. One full-time on-site managers working during the day and monitoring surveillance overnight to provide sufficient 24 hour/ 7 day a week on-site management. Their duty will include controlling the cleaning and casual staff that will be operating daily and attending to any urgent matters that impact the operation of the property or the quiet enjoyment of the premises. The on-site managers will be tasked with monitoring the building around the clock and immediately addressing any issues that arise when they occur. Day-to-day administrative duties including monitoring the common areas to include: common walkways, common rooms, sanitary disposal areas, common carpark and outdoor common area. The reception hours will be shared between the on-site manager and casual shifted staff who will attend to weekly business operation tasks (taking payments, emails, calls, check ins/check outs, etc). All staff or cleaning contractors will report any issues with the building, guests, rooms, common facilities, etc to the manager.

The Managers will overlook the performance of all tasks by casual staff and rectify any issues they find immediately. This will also include ensuring that all common areas are clean and safe, reporting any instances of vandalism to ownership for action and if necessary, eviction of tenant who breaches the accommodation rules. In addition to the administrative work of a casual staff member, their duty will also require hourly walk

throughs of the building and external common facilities to report any issues for management or the cleaning staff that will be attended to immediately. Furthermore, all staff members will be provided with a security check list to be followed daily which requires all public access doors are shut and functioning correctly to ensure no commingling of habitants from either level of accommodation. Managers will also inspect all occupants' rooms fortnightly/monthly at a time convenient for the occupant to ensure the conditions of the property are maintained to the highest degree and that all amenities offered in the room are functioning correctly.

The cleaning staff will attend the property regularly and will clean all common areas and empty/vacated rooms and occupied rooms if requested. They will be contracted professionals and their performance will be monitored by the manager. Daily cleaning of individual resident rooms is the responsibility of the respective residents. Occupants are also offered weekly/ monthly service of room cleaning will be offered to occupants at an additional fee. Management will inspect the occupied rooms every 6-8 weeks to ensure that rooms are kept clean, tidy and in a habitable condition. This will benefit all occupants to a clean, safe, and healthy environment. In our experience, failure to monitor and ensure rooms are clean and tidy may result in dirty, smelly, mouldy, and unhealthy rooms. Common areas and circulation spaces will be checked regularly in the morning and afternoon shifts and always kept clean and free from obstruction. A contracted gardener shall be engaged to maintain the health and appearance of all managed landscape areas. This includes monitoring the landscaping and vegetation to prevent concealment of criminals/thieves and removal of obstacle/rubbish that may be used to scale the complex. The external presentation of the premises will be maintained to a high standard. Pest control by a professional contractor shall be carried out quarterly.

5.2 **SITE MANAGEMENT**

It is the responsibility of the owner to ensure that the accommodation operates in accordance with the terms of this Plan. Registered accommodation residents will be provided with an access card/key which will provide entry into common areas, individual rooms, and entry into the accommodation level of their room only, 24 hours per day, 7 days per week. There will be an onsite accommodation manager who will be contactable at any time/any day and their contact details will be provided to occupants, the local community and relevant local authorities.

An access security card/key will be issued to all registered occupants. No additional cards or keys will be issued to visitors. Any resident failing to observe the House Rules and any cases of serious misconduct will be dealt with by the accommodation manager.

5.3

EMERGENCY MANAGEMENT

PLAN

In the event of serious misconduct, the resident manager may require an occupant or visitor to leave the premises. If the occupant or visitor, does not comply with a request to leave the premises the accommodation manager will call the local police authorities for assistance. Examples of serious misconduct include, but are not limited to, drug or alcohol abuse, sexual, racial, or religious harassment, theft, or violence (see attached Occupancy Agreement and House Rules), serious anti-social behaviour, serious damage or vandalism of the occupant room or building. Occupants are to advise the accommodation manager of any Occupant or visitor performing illegal acts accordingly. The resident manager shall call the Police in such instances and issue a 24-hour or immediate eviction in specific circumstances (as per the accommodation house rules and signed occupancy agreement). Below is a step-by-step emergency management plan:

1. A report or identification of serious misconduct/ breach of house rules to staff or management.
2. Immediate notification of issue by staff to Manager(s) and ownership
 - a. On the basis that neither Manager(s) or ownership responds - immediate notification to local police authorities.
 - b. On the basis that Manager does respond, discussion of issue with manager – notification of issue to local police authorities
 - i. Manager is then to inform ownership so that they are aware and can take any necessary action if required.
 - c. On the basis that the reported issue is of serious misconduct/breach of house rules – immediate notification to

local police authorities and then notification to management and ownership.

3. Upon notification of local authorities, staff/manager will leave driveway gate open for quick access into the premises by police so that they may report to the reception for key card access throughout the building and visual access of all CCTV which will be monitored from the reception. This can be done manually or through the CBUS system which allows for staff to remotely open the sliding gate.
4. Staff/manager will assist local authorities wherever possible in dealing with the issue and will abide by any requests of the police where possible.

AFTER HOURS ACCESS: Local police authorities will be provided with the on-site manager, contracted manager, and ownership details if they require afterhours access for 24 hour, 7 days a week access to the property. Furthermore, the installation of a key coded lockbox at the entry door of the building, next to the reception will provide managers/police immediate access to a master access card/key to use in an emergency instance. This will be installed in clear sight of CCTV coverage to prevent any hinderance for after-hours access

5.4 **SURVEILLANCE**

The property spans over a large parcel of land with dual pedestrian access to the building. Current surveillance measures are not adequate in effectively monitoring all external and internal points of access and movement to ensure that the building is kept safe and the occupants belongings and themselves are effectively secure whilst residing in the building. The proposed surveillance measures identify internal and external cameras which

provide management full coverage of all susceptible areas of movement throughout the building and around the external perimeter of the property. All internal cameras will be 720HD motion censored to assist with the monitoring of common areas whereas external cameras will be 1080HD outdoor day/night cameras. Correct signage will be placed along the internal hallways and external points of entrance and areas of concern to notify guests and the community that the premises is under constant surveillance. Cameras will be checked regularly to ensure that they are recording and operational. A height marker will be positioned at all main entrances to help record the height of any offender.

5.5 ANTI-VANDALISM MEASURES

The anti-graffiti measures that are recommended include the use of LED sensor lights around the external perimeter of the building to deter graffiti artists and criminals, strategically placed to highly illuminated the areas where cameras are prevalent. Further sensor lighting will be used in all outdoor common areas such as bin area, common carpark, and main entrance. Signage will be used around the premises to detract intruders such as 'Warning: Trespassers will be prosecuted', 'Warning: No large amounts of money kept of premises', 'Warning: these premises are under electronic surveillance' and a double sided 'park smarter' sign will be positioned on entry/exit of carpark. Further signage will be utilised at the main entrance of each floor to inform guests of the rooms on each level with arrows

directing movement to reduce confusion and excuses for unauthorised persons.

5.6 **ACCESS CONTROL**

Not applicable for this property may be utilised in the future if necessary.

5.7 **AGREEMENT AND RULES**

Seranin Group has utilised the information provided by the *Affordable Housing Agreement under the Planning and Environment Act & Victorian rental guidelines*. This includes strict but fair accommodation house rules in our occupancy agreement which is readable in "Attachment 2". This has been effective in ensuring that all guests are aware of the rules enforceable when residing in our accommodation and to ensure that if breached, we are able effectively apply to the *Victorian Civil and Administrative Tribunal* for the eviction of such occupant that refuses to abide by these rules. Further restrictions have been placed on rental payment and outstanding accounts. All accounts are to be held in advanced and failure to pay will result in the notification of eviction. This will allow us to ensure all our guests are capable occupants. Furthermore, the agreements are in accordance with the required conditions stipulated by local law and will be enforced accordingly where necessary.

The accommodation manager will maintain an accommodation register providing the names of all occupants, their full contact details, and their agreed length of stay and payment details. Each resident is to sign an Occupancy Agreement (Attachment 2), House Rules Agreement (Attachment 3), and the Plan of Management which will be included in a welcome package and provided to all occupants. The minimum term for occupancy can be 3 months, 6 months, or 12 months, with the option to roll over the agreement at the end of this fixed term for a further agreed period [noting that an amendment may need to be made to the Standard Occupancy Agreement to provide for this]. Failure by residents to adhere to the Occupancy Agreement, the House Rules and the Plan of Management may result in the termination of the Occupancy Agreement or RTA, subject to provisions set out in the Occupancy Agreement or RTA.

5.8 TENANCY & EMPLOYMENT

As is mandatory for all residential tenancy leases, a tenancy check will be conducted prior to the rental of any room in our building to an interested party to gather some background knowledge on the kind of individual we are allowing into our property. Seranin Group understands that this building will serve as a small community and for that community to thrive, we only desire the correct residents to occupy our rooms. By conducting a tenancy check, this will offer us greater control to ensure the correct people are living in our community. Where necessary, we will also request that applicants provide us with letters of employment to ensure that occupants are capable of affording to live in the accommodation and if unattainable, rental to the applicant will be done at managements discretion. The manager(s) will require that photo ID (eg: typically, either passport or driver's licence) of each resident at the time of signing the Occupancy Agreement. Where the person is an Australian citizen and does not hold a driver's licence or a passport, then alternative ID which may not hold a photo can be accepted. The manager(s) will also ensure that residents have a satisfactory Police Criminal Check and satisfactory rental references.

6.0

ACCOMMODATION MANAGER(S) RESPONSIBILITIES

- ❖ The Manager(s) shall be familiar with and aware of his or her responsibilities under all local legislation.

- ❖ The Manager(s) shall be responsible for the implementation of management responsibilities as set out in the Plan of Management, Occupancy Agreement or RTA, and House Rules, including:
 - a. Orientation for new residents including providing them with copies of the POM, occupancy agreement and House Rules;
 - b. Orientation of residents with allocated onsite parking to the car stacker;
 - c. Ensuring that House Rules are complied with;
 - d. Registration of all residents
 - e. Maintenance of all records in relation to resident registration and resident meetings
 - f. Keeping all common areas in an excellent state of cleanliness
 - g. Supervising all maintenance operations including landscaping, cleaning, waste management, fire safety, repair, or replacement of damaged or broken furniture and repair of any faulty services.
 - h. Contract licensed and professional companies to attend and repair/maintain any issues of the property pertaining to:
 - a. water, gas, electricity, safety, surveillance and IT infrastructure.

- b. Seranin Group has an array of licensed specialists who regularly service all of our properties under our portfolio
- i. The management and documentation of any disputes and/or complaints from accommodation residents and/or neighbours (see clauses 10 and 11 in this plan).
- ❖ The Manager will have undertaken relevant training in:
- Conflict resolution;
 - Basic First Aid;
 - Orientation to POM, occupancy agreement and House Rules.
- ❖ The Manager will have undergone the following checks prior to employment:
- Police Criminal Check;

7.0 RESIDENTS AND VISITORS

All residents must comply with the Occupancy Agreement or RTA, the Plan of Management, and the House Rules for the accommodation. Each resident shall permit the Manager(s) or Management Agency access as required to check cleanliness, condition of furniture and maintenance of services, as per the terms of the Occupancy Agreement. Residents shall advise the accommodation Manager or Management Agency of any broken furniture or faulty services within the accommodation.

Residents will be provided with a self-contained room fitted with a security lock on the entry door. Rooms will be furnished with a bed; dining table and two dining chairs; bathroom containing a toilet, shower and basin; kitchenette containing a sink, bar fridge, small cooktop, microwave and cupboards; and suitable lighting. Residents are not permitted to bring their own furniture to the premises unless agreed by the manager (for example, their own bed or dining table). A Notice Board will be provided in a convenient location to provide information for residents. Indoor communal rooms and outdoor communal area are provided for use by residents and their guests. Laundry facilities will be located at each level within the accommodation, including coin operated washing machines and sinks. Clothes drying lines/hoists are provided at ground level in the common outdoor open space areas.

Greater occupancy than that registered may result in termination of the occupancy agreement. Residents inviting visitors to the premises must accept full responsibility for their guests' behaviour. Visitors to the premises are only permitted to use common areas between 9.00am and 10.00 pm; and then only in the company of a resident.

8.0

COMPLAINTS AND DISPUTES

8.1

COMPLAINTS

- ❖ Seranin Group encourages active participation from the community in the ongoing operation of the business. A Complaint Management System will be developed to support a positive relationship between the accommodation and its surrounding community.
- ❖ The Manager(s) will be available, either in person or by phone, to deal with any complaints as to the operation and management of the premises. Phone contact details for the Manager(s) will be displayed at the entrance to the accommodation, on a sign that can be clearly read from the adjacent footpath.
- ❖ The Manager(s) is responsible for recording all complaints, including complaints from residents, in a Complaints Register.
- ❖ When receiving any complaints from community members the Manager(s) will provide advice that the complaint may also be reported to the local Council and the Police; and will make the Complaints Register available for inspection to these bodies upon request.
- ❖ Complaints about noise will be attended to immediately. The Manager(s) will rectify the situation immediately and take all reasonable steps to prevent future occurrences. The Manager(s) will follow up by contacting the individual who made the complaint about noise to verify that the problem has been resolved.

- ❖ The Complaints Register will contain:
 - a. Complaint date and time
 - b. Name of person/police/council officer making the complaint
 - c. Contact details
 - d. Nature of the complaint
 - e. Action taken (by whom and when)
 - f. Outcome and/or further action required

- ❖ The Complaint Register must be updated within 24 hours of a complaint being made.
- ❖ All complaints will be addressed by management within 24 hours of notification.
- ❖ Management of the accommodation will regularly review the Complaints Register and where appropriate amend the operating procedures to minimise any negative impacts of the accommodation on residents in the accommodation and members of the surrounding community.

8.2 DISPUTES

- ❖ The Manager(s) or Management Agency will convene at least quarterly meetings with residents to discuss any issues or problems that may need to be resolved. These meetings will be recorded in a Residents' Meeting Minutes Register and all issues raised by these meetings will be recorded in the Minutes.
- ❖ In the event of a dispute between residents, the Manager(s) will attempt to negotiate a resolution between the involved residents. If the dispute cannot be resolved, then the Manager(s) or Management Agency will make an interim determination regarding the dispute, and this resolution will be binding on the residents.
- ❖ If one or both residents are not satisfied with the Manager's interim determination, the matter will be referred to a Community Justice Centre for mediation or arbitration. The Manager(s) will amend the interim determination in line with the recommendations of the Community Justice Centre.
- ❖ Disputes in relation to the Occupancy Agreement will be resolved in accordance with the local laws and either party may apply to the Victorian Civil and Administrative Tribunal (VCAT) to resolve a dispute about the Occupancy Agreement.
- ❖ In the event of a dispute with an external party, the Manager(s) will initially attempt to resolve the dispute. If the dispute cannot be resolved, then the matter will be referred to the owner. If the dispute still cannot be resolved, the owner will refer the matter to the Community Justice Centre / police for mediation or arbitration.

9.0 WASTE MANAGEMENT

- ❖ All residents shall be responsible for disposing of their waste to the bin area.
- ❖ The Manager(s) shall be responsible for ensuring that waste collection is carried out in accordance with contract arrangements.
- ❖ A floor waste and hose cock is to be provided in the bin storage area to ensure it is kept in a high state of cleanliness. The Manager(s) will wash down the garbage area once every week to maintain cleanliness.

10.0 FIRE SAFETY

- ❖ The owner is responsible to ensure that certification of Fire Safety Equipment and preparation of the Annual Fire Safety Statement is carried out each year by a qualified fire safety consultant.
- ❖ A copy of the Annual Fire Safety Statement shall be displayed on the Notice Board in a reception area.
- ❖ Essential fire safety measures to comply with the Environmental Planning and Assessment Regulation 2000 shall be provided & in each building at the entrance.
- ❖ Each room and each communal room will be fitted with smoke detectors.
- ❖ The Manager's contact phone number must be clearly displayed at the entrance of the premises and be shown on signs available in each room. Other emergency contact details (police, fire, ambulance) as well as utility information (gas, electricity and plumbing) are to also be clearly visible in every room.

11.0 PARKING

The carparking provided in this property is more than sufficient for the number of rooms proposed. For all our properties, we record the registration details of all occupants' vehicles to make certain we know who is coming and going from our property as a safety measure.

To ensure that parking is appropriately provided to our occupants and that no adverse effect will be had on the surrounding properties through kerb side parking, Seranin Group will keep an up-to-date register of all occupants who are using the parking facilities.

SERANIN GROUP EXPERIENCE

- ❖ Seranin Group is an experienced provider of long- and short-term accommodation.

We have owned and operated multiple accommodation properties which have dealt with guests from all backgrounds and walks of life. Our company motto is to provide modern accommodation at an affordable price. We have upheld this mantra whilst operating every property under our portfolio and our record of management is impeccable.

- ❖ With over 25 years of experience in property management, we are more than capable of managing an accommodation of the proposed size as is evident in the number of properties we have managed. Below are some of the notable buildings we have managed:

- **Artarmon Inn** (66 room / 150 occupant motel)
- **Pink House** (125 beds)
 - **6-8 Branson Square, Elizabeth Bay** (Next to Kings Cross)

- **Greenwich Village Accommodation** (175 bed/95 room boarding house)
 - a 4-story building in the exact same design as the current property under DA
- ❖ **Fairfield West Caravan Park** – (100 beds and cabin)
- ❖ **Seranin Lane Cove**
 - 388 Pacific Highway Lane Cove – Boarding House
- ❖ **Seranin Gordon**
 - 807 – 809 Pacific Highway Gordon – 75 occupant motel
- ❖ **Devonport Holiday Village** – 175 Cabin & Caravan
- ❖ **Civic Motor Inn** – 81 occupant motel.
- ❖ **Seranin Bathurst**
 - 158 Brilliant Street, Bathurst – 100 room / 190 occupant accommodation
- ❖ **Mainway Holiday Park**
 - 192 Rose Street, Wee Waa – 65 cabin & caravan.
- ❖ **Toukley Seranin**
 - 51 Peel Street, Toukley – 55 room boarding house.
- ❖ **Seranin Carmel**
 - 382 Pacific Highway, Lane Cove – 55 room boarding house in CC process.

12.0 ATTACHMENTS

- ❖ ATTACHMENT 1: CONTACT DETAILS FOR BH MANAGER OR MANAGEMENT AGENCY
- ❖ ATTACHMENT 2: DRAFT VICTORIAN OCCUPANCY AGREEMENT
- ❖ ATTACHMENT 3: HOUSE RULES
- ❖ ATTACHMENT 4: CHECK SHEET FOR RESIDENTS

ATTACHMENT 1: CONTACT DETAILS FOR RESIDENT MANAGER

NAME OF ACCOMMODATION: _____

ADDRESS OF ACCOMMODATION: _____

CONTACT DETAILS FOR BH MANAGER OR MANAGEMENT AGENCY:

This information will be displayed in a sign at the entrance of the premises and also on signs available in each accommodation room.

The contact person in respect of all enquiries in relation to the operation of these premises is:

Name: _____

Position: _____

Phone Number: _____

After Hours Contact Number: _____

Attachment 1 Plans and Specifications [optional]

[Insert copy Plans and Specifications where applicable.]

ATTACHMENT 3: HOUSE RULES

1. General

- 1.1 The House Rules are a supplement to the Occupancy Agreement and the Plan of Management for the accommodation.
- 1.2 The Rules provide information about the standards and procedures that all residents are required to meet. They are designed to achieve a safe and comfortable living environment in the accommodation.
- 1.3 Residents must read and sign the House Rules at the time of registering their occupancy.
- 1.4 1.4 The accommodation Manager must provide every incoming resident with a copy of these House Rules, and the House Rules must also be prominently displayed on the Notice Board.

2. Privacy and quiet enjoyment

- 2.1 Residents must always respect the peace and privacy of other residents.
- 2.2 Residents will ensure that noise levels are kept at an acceptable level and that noise does not adversely impact on neighbouring residents.
- 2.3 No live or amplified music is permitted in the common open space areas, nor is music to be audible beyond individual rooms or common areas.
- 2.4 No alcohol is permitted to be consumed in common rooms or open space areas.
- 2.5 The indoor common open space area is not to be used between 8.00pm and 8.00am the following day.
- 2.6 No parties are permitted, either in the common areas or in private rooms.

3. Health, Safety and Security

- 3.1 The premises are non-smoking. This includes within each private room, courtyard and common open space areas.
- 3.2 No unauthorised drugs are permitted on the premises.

- 3.3 Residents shall not engage in drug or alcohol abuse; sexual, racial or religious harassment; or theft.
- 3.4 No glassware is permitted in the outdoor common open space area.
- 3.5 No visitors are permitted on the premises unless attended by a resident.
- 3.6 Residents are responsible for the behaviour of their visitors. Visitors are required to comply with the House Rules.
- 3.7 The accommodation Manager or Management Agency has the discretion to be able to ask any person to vacate the common areas, should they breach the House Rules.
- 3.8 No visitors are permitted to remain on the premises between the hours of 9.00 pm and 9.00 am, unless prior approval is obtained from the manager. An additional fee may be payable, and under no circumstances is the occupancy of the room to exceed 2 persons.
- 3.9 Residents must keep the front door locked at all times.
- 3.10 If a resident loses their security card it will be necessary to pay for the replacement card.

4. Cleanliness and good order

- 4.1 Rubbish is to be placed in the bins provided. Residents must remove waste from their rooms and place it in the communal bins. Recycling is encouraged.
- 4.2 There shall be no littering.
- 4.3 Occupants to keep their room, kitchenette and bathrooms clean at all times, and make their room available for inspection by the Resident Manager every three months as per the Occupancy Agreement.
- 4.4 No clothes, washing, towels or other items are to be placed on any window or balcony.
- 4.5 No pets are permitted on the premises.
- 4.6 Residents must report any damage or maintenance requirements to the accommodation Manager.
- 4.8 Residents must not remove or alter any furniture or fittings in the premises.

5. Fire safety

5.1 Residents must keep common areas and corridors free of personal belongings, to ensure there are no obstructions to the safe evacuation of the building.

5.2 Residents must not interfere with fire safety measure or equipment.

5.3 Candles and other naked flames are not to be used in the premises.

6. Parking spaces

6.1 The use of the parking spaces for cars, motorcycles and bicycles will be allocated by the accommodation Manager, and must not be sub-let.

7. Mail boxes

7.1 Residents are asked to clear their mail boxes at least once per week.

I hereby acknowledge that I have read and understood the House Rules:

Name: _____

Signature: _____

Accommodation Room Number: _____

Date: _____

ATTACHMENT 4: CHECK SHEET FOR RESIDENTS

Please return this check sheet to the BH Manager or Management Agency after you have received all the documents listed below.

I CERTIFY THAT I HAVE BEEN PROVIDED WITH PRINTED COPIES OF MY SIGNED:

- ACCOMMODATION MANAGEMENT PLAN
- CONTACT DETAILS FOR BH MANAGER OR AGENCY
- OCCUPANCY AGREEMENT
- HOUSE RULES
- SECURITY CHECKLIST
- PARKING SCHEDULE

Resident's Name: _____

Resident's Signature: _____

ACCOMMODATION Room Number: _____

Date: _____

13.0 CONCLUSION

This report has considered the possible management issues pertaining to the proposed accommodation. We accept that these issues are evident in a building of such size and proposed future number of occupants. Our recommendations are practical. We are confident they will empower our management team to successfully run an accommodation facility of this magnitude with minimal negative impact on the neighbourhood. We wish to provide an asset to the community of St Kilda, and we are confident that with the right approach, we are the best candidates to do so.